



DEPARTMENT OF THE NAVY
NAVAL SUPPLY SYSTEMS COMMAND
WASHINGTON. D.C. 20376-5000

NAVSUPINST 3100.1
SUP 045
31 Jan 1989

NAVSUP INSTRUCTION 3100.1

Subj: DATA PROCESSING AND TELECOMMUNICATIONS DOWNTIME REPORTING

Ref: (a) OPNAVINST 5239.1A
(b) NAVSUPINST 5239.1
(c) NAVSUPINST 5230.8C
(d) NAVSUPINST 5239.2

1. Purpose. To provide Commanding Officers of Navy Inventory Control Points (ICPs) and Naval Supply Centers (NSCs) with guidance for reporting data processing and telecommunications downtime.

2. Background. UICP (Uniform Inventory Control Program) and UADPS-SP (Uniform Automated Data Processing System for Stock Points) are critically dependent on constant data processing support with increasing emphasis on real time systems made available by telecommunications networks including Stock Point Logistic Integrated Communications Environment (SPLICE). It is mandatory, therefore, when data processing operations are curtailed due to failure of hardware, software, network node, or application programs, that activities:

a. Address potential downtime threats in their ADP contingency plans required by references (a) and (b);

b. Invoke previously developed plans to continue essential operations until the problem is resolved;

c. Provide NAVSUP appropriate reports, requesting assistance when necessary. Policies and procedures for submitting critical UADPS Program Trouble Reports are contained in reference (c);

d. Escalate a network problem to the central Network Control Center for assistance, if necessary.

3. Scope. This instruction applies to data processing and telecommunications operations at ICPs and NSCs. NSCs Jacksonville and Pensacola should coordinate reporting requirements of this instruction with the supporting Navy Regional Data Automation Center (NARDAC).

4. Definitions

a. Critical Scheduled Operations. Local commanding officer determination based on the data processing problem and related

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local operational considerations, including impact on issues, receipts, bill paying, and payroll.

b. Network Node Downtime. The inability of a node to communicate with other nodes within the NAVSUP Logistics Network (NLN). Reference (d) provides policy and implementation guidance for the NLN.

c. Local Network Node Downtime. The inability of a node to communicate to some of its own applications/processes, yet access to other nodes (i.e. NLN) is still possible.

5. Action

a. Inventory Control Points/Naval Supply Centers shall:

(1) Notify NAVSUP via telephone and confirm with initial report by message, NAVGRAM, Speedletter, or electronic mail when data processing problems occur within the hardware, software, or telecommunications environment which severely impact critical scheduled operations, access to the NLN, or local network node for a period in excess of four hours. Planned downtime such as preventive maintenance should not be reported.

(2) Telephone notification should be made with SUP 045 at 227-3867 (A) or 202-697-3867 (C). After working hours, telephone notification may be made to the NAVSUP Duty Officer at 225-4496 (A) or 202-695-4496 (C). Confirmation by message, NAVGRAM, Speedletter, or electronic mail should be directed to SUP 045.

(3) Notify "Help Desk" at central Network Control Center, ASO Philadelphia via telephone 442-4357 (A) or 215-697-4357 (C) to obtain assistance to resolve telecommunications problems.

(4) Pending problem resolution, daily reports shall be provided by telephone to SUP 045 (M-F), or NAVSUP Duty Officer (Sat, Sun, and holidays) between 0700-0730 each morning, Washington, DC time, for any system reported down.

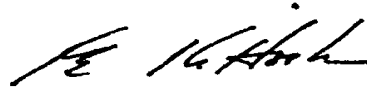
(5) Notify SUP 045 by telephone and confirm by message, NAVGRAM, Speedletter, or electronic mail when problem has been corrected. Provide recommendations and lessons learned with final report.

b. Central Network Control Center, ASO shall notify SUP 045 via telephone or electronic mail of NLN downtime in excess of two hours and provide daily NLN summary. Notification after four hours downtime will still be made per paragraph 5(a) by ICPs/NSCs.

6. Format. Downtime notification shall contain the following:

a. Type of problem...hardware, software, etc.

- b. When downtime started.
 - c. Nature and cause of problem.
 - d. Actions taken prior to notification.
 - e. Assistance required of NAVSUP.
 - f. Estimated get well time. (Estimated time to correct problem and complete necessary recoveries excluding time to complete backlogged work.)
 - g. Operational impact including backlog.
 - h. Recommendations/lessons learned (final report only).
 - i. Initial/final report.
7. Effective Date. This instruction is effective upon receipt.



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